

EXHIBIT E

219

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Gate Information Display Flight Summary and Standby Passenger Information

What should we title the screen which displays passenger standby information? FlightFactor Flight Segregation Standby List Standby Passenger Information?

Segregated Standby List by Category Using Names

Screen Type / Notes

Screen

Upgrades

Should we use bullets or numbers or nothing when listing upgrades?
Should we use asterisks to fill in the rest of the last name?
What about 2 or 3 letter last names?
Should we show Standby status?

6.57

FlightFacts
Upgrades List:
(Names listed by first four letters of last name / first initial)

- Star***/G "Platinum Medallion"
- Vohr***/S "Platinum Medallion"
- Hart**/T "Gold Medallion"
- Burt***/J "Gold Medallion"
- Stew***/P "Gold Medallion"
- Bord**/X "Silver Medallion"
- Hore**/M "Member"

Please listen for your name to be called.

FlightFacts
Standby List
(Names listed by first four letters of last name / first initial)

- Smith*/J
- John*/S
- John**/T
- 2-Hall***-IGM
- Mart**/C
- Mart**/K
- Mart**/T
- Mart**/T

Please listen for your name to be called.

Standby for Flight

What should be done with parties of 2 or more?
Should we show these on one line similar to a PNR or on separate lines?
Will first names look different? Should they be on separate list?

FlightFacts
Customers Awaiting Seat Assignment

(Names listed by first four letters of last name / first initial)

- Jess**L
- Mitt****F
- Schw*****A
- Kenn****T
- Ng/K
- Lu/W

We will assign your seat as soon as possible. We apologize for the wait.

Confirmed Without Seat

Are we checking ourselves in the food with this one?
Wouldn't the name listed do up as this list gets longer?

Flight Summary Information

Determine which flight information will result in more questions for the agent.
 Include thrus in "checked-in" category only?
 What do we say about broken seats? Just deduct ones from the capacity?

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Flight Facts	
Information About Flight 1234 to Charlotte, NC	
Aircraft Capacity	24 First 167 Coach
Seats Checked In	24 First 149 Coach
Unclaimed Reserved Seats	0 First 8 Coach
Unassigned Seats	0 First 2 Coach
Possible Misconnecting	
Passengers In This Flight	2 First 4 Coach
Outstanding Seats	0 First 5
Unbooked	10
Standby	15
Standby	43

Passenger 1: He's got 2 seats left! Why doesn't he assign them?
 Passenger 2: I can't remember where I am on the standby list! Let's see - 6 plus 2 plus maybe 4 - that's maybe 10 seats left. Now I've gotta wait for the standby screen to come back again.
 Passenger 3: There's 2 first class people that may not make it. Should I wait, or go on and find a place for my oversized carry-on?
 Non-Rev 1: I hope some of these standbys get discouraged and left. I should've used a S-2! I'd go ask if I can change my priority - maybe I'll help.